



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Provider Toolkit Consumer Assessment of Healthcare Providers and Systems (CAHPS®) (Medicaid, Marketplace, Medicare)

Dear Provider:

Molina Healthcare of Washington would like to share with you a **Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Provider Toolkit** that focuses on Patient (Member) Satisfaction & Experience. This toolkit contains important information about the CAHPS® survey, best practices, and general tips to improve patient satisfaction. In addition, the toolkit has individual tip sheets for provider-specific CAHPS® measures, listed below, with helpful recommendations to improve patient experience.

CAHPS® Measure	Marketplace	Medicare	Medicaid
Getting Care Quickly	X	X	X
Getting Needed Care	X	X	X
Care Coordination	X	X	X
Rating of Health Care	X	X	X
Rating of Personal Doctor	X	X	X
Rating of Specialist	X	X	X
Flu Vaccinations for Adults 18-64	X	X	X
How Well Doctors Communicate	X	X	X
Medical Assistance with Smoking and Tobacco Use Cessation	X		X

You may download the CAHPS® Provider Toolkit from the Molina provider portal, under the forms section.

Provider Portal Link: <https://provider.molinahealthcare.com/>

Thank you for your continued service to Molina members.

If you have any questions, you can contact the Molina Healthcare of Washington Quality Department:
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